AQUARION Water Company

Stewards of the Environment™

waterwatch

Massachusetts | Fall 2026



Protect Your Pipes and Meter Before Winter Arrives

As temperatures begin to drop, now is the time to prepare your home for winter and protect your pipes and water meter from freezing. A little prevention today can help you avoid costly repairs and water damage, when the coldest weather arrives.

Start by checking any water pipes located in unheated areas or along exterior walls. These pipes are especially vulnerable to freezing if they are not properly insulated or are hidden behind cabinets, in crawl spaces, or in other areas exposed to cold air.

If you have an outdoor water meter, make sure it is securely covered and insulated before freezing temperatures set in. Taking this simple step can help prevent damage and service disruptions during the winter months.

If a pipe does freeze, never try to thaw it with an open flame or other high-heat source, as it can result in a fire. Instead, contact a licensed plumber for assistance.

For more tips on protecting your pipes and water meter this winter, visit aquarionwater.com/frozenpipes.

Imagine a Day Without Water

It's easy to take water for granted. It's there when you turn on the tap, brew your morning coffee, cook dinner, do the laundry, or take a shower. But what if it wasn't?

That question is at the heart of Imagine a Day Without Water, observed each year on October 15. It's a reminder of just how essential reliable water service is to our daily lives, our communities, our economy, and our environment.

This is also an opportunity to recognize the important role you play in protecting this valuable resource. Whether it's fixing a leak, watering wisely, or simply being mindful of water use, small actions can make a big difference.

At Aquarion, our treatment plant operators, field crews, water quality professionals, engineers, and customer service teams remain committed to delivering safe, reliable water every day to the communities we serve.

We hope Imagine a Day Without Water inspires you to discover new ways to conserve and protect this precious resource. Visit aquarionwater.com/conserve for tips, tools, and information on how you can help save water every day.

Did You Know?

Aquarion will be mailing annual service line letters in early November. Learn what it means, why you are receiving it, and your next steps at aquarionwater.com/serviceletter.

How to Avoid Unnecessary Service Fees

A little planning can help you avoid unexpected charges. Whether you're scheduling a service appointment or looking for information on ownership responsibilities, taking a few simple steps can help prevent additional charges.

To avoid missed appointment fees, make sure you are available during your scheduled appointment window. If you need to cancel or reschedule, contact our Customer Service team at 1-800-732-9678 before your appointment window begins. Scheduling appointments promptly and communicating any changes as early as possible can help ensure flexibility and reduce the likelihood of possible fees.

Customers with questions about the maintenance and ownership of their water service line are encouraged to visit aquarionwater.com/whoownswhat. This resource provides helpful information about customer and Aquarion responsibilities.

A complete list of applicable fees, along with state-specific details, is available in our rate schedules at aquarionwater.com/rates. Depending on the type of service, location, and circumstances, fees may range from as little as $44 to more than $300.

Staying informed and planning ahead can help to avoid unnecessary charges and ensure a smooth service experience.

